INSTITUTIONAL EFFECTIVENESS ASSESSMENT – NON ACADEMIC UNITS
WHY ARE WE HERE?

- To help our students succeed
- To serve the District residents
- To improve the efficiency and effectiveness of the institution
- To receive re-affirmation of accreditation
- ...

Institutional Effectiveness Assessment - Non-Academic Units
### Strategic Measures

**What is the college's overall performance, based on seven strategic performance measures?**

<table>
<thead>
<tr>
<th>Goal</th>
<th>Strategic Measure</th>
<th>Outcome</th>
<th>National Rank Among All Colleges</th>
<th>National Rank Among Public Colleges</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Completeness &amp; Progression</strong></td>
<td>Graduation rate</td>
<td>15.8%</td>
<td>3rd</td>
<td>2nd</td>
<td></td>
</tr>
<tr>
<td></td>
<td>First-year retention rate</td>
<td>50.8%</td>
<td>7th</td>
<td>3rd</td>
<td></td>
</tr>
<tr>
<td><strong>Efficiency</strong></td>
<td>Cost per student (FTE)</td>
<td>$30.549</td>
<td>90th</td>
<td>97th</td>
<td></td>
</tr>
<tr>
<td><strong>Productivity</strong></td>
<td>Cost per degree</td>
<td>$165.411</td>
<td>94th</td>
<td>98th</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cost of tuition*</td>
<td>$4.89</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td><strong>Gainful Employment</strong></td>
<td>Student loan default rate</td>
<td>12.7%</td>
<td>92nd</td>
<td>90th</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ratio of student loan payments to earnings per recent graduates **</td>
<td>No Data</td>
<td>No Data</td>
<td>No Data</td>
<td></td>
</tr>
</tbody>
</table>

* Amount spent by the college to educate first-year undergraduate students (full-time, full-time) who do not begin a second year.

** Median starting pay data presently available for 90% of the 1,574 colleges featured on this website.
INSTITUTIONAL EFFECTIVENESS
IS ABOUT MOVING...

From this:

On all aspects of the institution

To this:

Requires sustained coordination of efforts in all areas at the institution
TO GET THERE... CYCLE OF CONTINUOUS IMPROVEMENT

Plan

Discussing the data and using it to...

Implement

Measure

Institutional Effectiveness Assessment - Non-Academic Units
QUESTIONS TO ASK OURSELVES

- Are you effective?
  - Are you good at what you do?

- Is your unit effective?
  - Is the unit serving the institution well?
  - Are the unit’s efforts tightly coordinated with other units at the institution?

- Is there room for improvement or are you and your unit the most effective you can be given current resources?

- Prove it...with DATA!
DEFINE YOUR ROLE - UNIT LEVEL MISSION AND VISION

• What is your unit’s role at the institution?
• How does your unit “fit” in at the institution?
• How does that align with the institution's mission and vision?
• How does your unit impact student success and how can you maximize that impact?

UDC Mission

Academic Program Mission

Academic Support Units Mission

Teaching Units Mission

Research Units Mission

Public Services Units Mission

Student Services Units Mission

Administrative Units Mission - HR, OCFO, OCP, OGC, etc

Infrastructure Units Mission - IT, Facility, etc
GOALS AND OBJECTIVES

- Set goals – long-term – where will the unit be in 3-5 years
- Set objectives – annual – the steps to getting the unit to the established goals

**Vision 2020 Goals**

**Goal 1:** Effective, flexible, and accessible educational programs

**Goal 2:** Culture of accountability and transparency

**Goal 3:** Trusted partner with business and non-profit leaders, residents, and public officials

**Goal 4:** Increase nationally recognized research, scholarship, community outreach and creative goals

**Goal 5:** Effective, student-centered institution, strategic administrative and infrastructure enhancements

**Institutional Research Goals**

- Play a leading role in developing a culture of data-driven decision making and assessment.
- Guide and support the University assessment efforts, using the result to recommend improvements.
- Support academic programs to assess student learning outcome.
- Support administrative units to improve efficiency and effectiveness through data driven decision making.
- Lead the University Data Standard Management function. Monitor and increase data integrity.
A S.M.A.R.T. GOAL IS...

- **Specific** goals are clear and state “what” the unit needs to accomplish. Specific goals include detailed tasks and work that must be done to accomplish the set goals.

- **Measurable** goals define the objective to a definite level of precision. Measures should be credible and quantitative, or at least allow for determining if the goal is completed or not.

- **Attainable** goals should be challenging but not impractical. They should “stretch” unit performance.

- **Realistic** goals can be accomplished given other goals & priorities. Goals should be weighted (prioritized) in terms of importance.

- **Time-related** goals include a deadline and milestones for completion. They may also include checkpoints along the way.
METRICS

How will you know the **impact of the changes** you have made?

- **Outputs:** the things we do
  - Create a new plan
  - Process 25 files an hour
- **Outcomes:** the impact of the things we do (typically on “users”)
  - Decreased wait time
  - Decreased time from “ask-to-buy” for purchases
  - Improved satisfaction

What are your units **Key Performance Indicators** (KPIs)?

Collect **baseline**

- What outputs and outcomes do you have now?
- Are these outputs/outcomes the best reflection of the unit?
  - The role of the unit at the college
  - The range of things that the unit does
**PROGRAM XYZ  Mission & Vision**

**PROGRAM XYZ Objective x:**

- **Historical Assessment**
  - *Indicator x.1*
    - Baseline
    - Periodic Results (Annual, Monthly, etc...)
    - Current Level
  - *Indicator x.2*
    - Baseline
    - Periodic Results (Annual, Monthly, etc...)
    - Current Level
    - [etc...]

- **Conclusion / Remediation (if needed)**
  - *Indicator x.1*
    - Outcome & output goal
    - What will we do differently to reach the goal
  - *Indicator x.2*
    - Outcome & output goal
    - What will we do differently to reach the goal
    - [etc...]
# Action Plan - Group 1, 2, 3

<table>
<thead>
<tr>
<th>Action Items</th>
<th>Group 1</th>
<th>Group 2</th>
<th>Group 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Initial meeting.</td>
<td>Week 1</td>
<td>Week 1</td>
<td>Week 1</td>
</tr>
<tr>
<td>2. Start working on the preliminary plan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Units work on the preliminary plan.</td>
<td>Week 2</td>
<td>Week 2 – Week 3</td>
<td>Week 2 – Week 4</td>
</tr>
<tr>
<td>4. When ready, units present and review the preliminary plan with UAC</td>
<td>Week 3 – Week 4</td>
<td>Week 4 – Week 5</td>
<td>Week 5 – Week 6</td>
</tr>
<tr>
<td>workgroup.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Units revise assessment plan based on feedback</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Units revise and finalize the assessment plan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Units finalize and submit assessment plan to UAC workgroup</td>
<td>Week 5</td>
<td>Week 6</td>
<td>Week 7</td>
</tr>
<tr>
<td>8. Receive Training for the assessment platform</td>
<td>Week 7 – week 8</td>
<td>Week 7 – week 9</td>
<td>Week 8 – week 10</td>
</tr>
<tr>
<td>9. Develop assessment plan on the platform</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Presentation to the University Assessment Committee and the University</td>
<td>Week 9 – Week 10</td>
<td>Week 10 – Week 11</td>
<td>Week 11 – Week 12</td>
</tr>
<tr>
<td>community</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
BEFORE WE END THE MEETING...

- Please sign up your group
- Please turn in your assessment audit form by July 1st.
- We need volunteers!
- Questions and Discussions.